



VPN – AnyConnect User Guide

Macintosh OS X

March 2, 2016



The following provides instructions for Macintosh OS X users to connect to and use the NASA HQ Virtual Private Network (VPN) using the Cisco AnyConnect Client and your NASA PIV smartcard (NASA badge). You will have access to the HQ Private Network and the Internet using TCP/IP. Additionally, users will have access to:

- File servers
- Internal Web sites
- NASA search pages
- Employee directories
- Applications available through a Web browser

It is not necessary to use VPN to connect to NASA HQ publicly available services.

- Connecting to the NASA HQ Virtual Private Network (VPN) requires a NASA-issued laptop. It cannot be used from a personal or public-access computer. It also requires access to the public Internet.
- AppleTalk is not supported on VPN; network servers and printers that use AppleTalk are not accessible. Refer to [Accessing Your Network](#) Files for instructions.
- The VPN Client automatically disconnects after 10 hours, so be sure to save your work within the 10 hours of connecting.
- Refer to [Known Issues with Accessing HQ Using VPN](#) for details regarding known issues with the VPN method of accessing HQ.

Prior to Working Remotely


Prior to using AnyConnect to work remotely from home or on travel, you must first do the following:

- Log into your computer while connected to a NASA network, using your username/password.
- Open your Cisco AnyConnect Client (See sections below for steps.) and verify that **HQVPN-SMARTCARD** is listed as a menu item.
- Ensure you have a working SecurID token.
- Ensure you have a valid PIV smartcard (NASA badge) and you know your smartcard PIN.

- If you do not know your smartcard PIN, you must visit the [NASA HQ Badging Office](#) to have it reset.
- You will not be able to use AnyConnect until it is installed. If you do not see it listed there, contact Enterprise Service Desk (ESD) to request that it be installed. Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

Connecting to the Cisco AnyConnect Client – Macintosh OS X

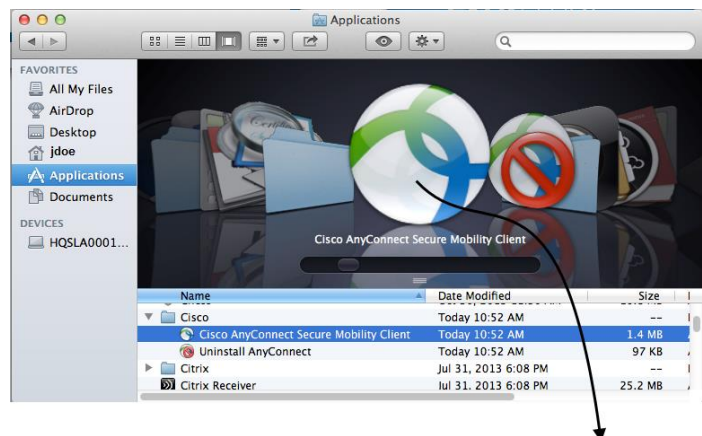
1. To launch the Cisco AnyConnect Client :


If:	Then:
The Cisco AnyConnect Client icon is located on the Dock	<ol style="list-style-type: none">1. Click the  Cisco AnyConnect Client icon located on the Dock.2. Continue with step number eight.
The Cisco AnyConnect Client icon does not appear on the Dock and you would like it to be there	Continue with step number two.

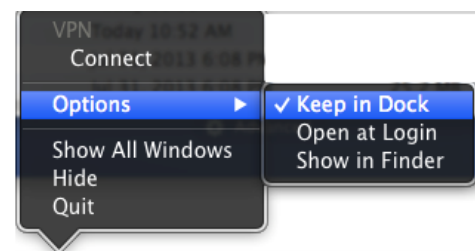
2. From your desktop, double-click the Macintosh HD icon




3. Click **Applications** | Open the **Cisco** folder | Select **Cisco AnyConnect Secure Mobility Client**.
4. Drag the **Cisco AnyConnect Secure Mobility Client** icon to the Dock.



5. Ctrl+click on the  **Cisco AnyConnect Secure Mobility Client** icon in the dock.
6. Select **Options** | **Keep in Dock** so the application can be launched from there.



7. Click the  **Cisco AnyConnect** icon now located on the Dock to launch the VPN client.
8. When the **Cisco AnyConnect** window appears, ensure that the selected menu item is **HQVPN-SMARTCARD**. | Click **Connect**.



If you do not see HQVPN-SMARTCARD listed, you must contact Enterprise Service Desk (ESD) to have it installed. You will not be able to use VPN until it is installed. Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

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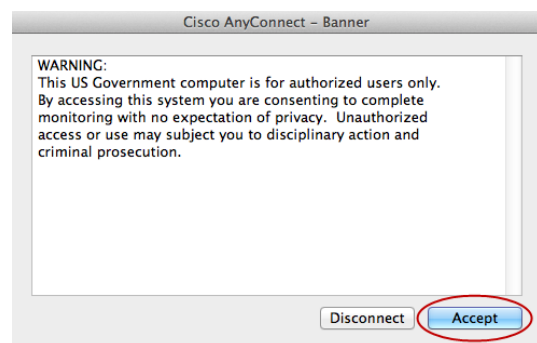
9. A prompt window, “Cisco AnyConnect Secure Mobility Client wants to use the [user name] keychain” will appear. In the **Password:** field, enter your PIV smartcard PIN. | Click **OK**.

IMPORTANT: Enter your PIV smartcard PIN. Although it is prompting for a “keychain password,” it is NOT referring to your regular Macintosh keychain password.



If you exceed the one minute time limit to enter your login credentials, the Cisco AnyConnect | NASA HQ VPN window disappears. You must return to step 7.

10. When the **Cisco AnyConnect – Banner** window appears, read the warning and click **Accept**.



11. If successful, the **AnyConnect** window appears with a green checkmark ✓ and a message confirming you are connected.

12. To end your VPN session, click **Disconnect**.



The AnyConnect Secure Mobility Client automatically disconnects after 10 hours, so be sure to save your work within the 10 hours of connecting.

Accessing Network Files – Macintosh OS X

You will have access to the HQ private network and the Internet using TCP/IP. You can immediately begin to use internal Web sites such as NASA search pages, employee directories, and other applications.

AppleTalk is not supported on VPN; network servers and printers using AppleTalk are not accessible.

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Access with Desktop Icon

The easiest method for accessing your network files is to click on one of the user share icons located on your desktop as shown to the right.



Although convenient, this method may not work if the path for the shortcut changes. If you find that the shortcut does not work, follow the steps for [Mounting a Network Drive](#).

Access by Navigating

Alternatively, you can navigate to the network files:

1. Open a Finder window using one of the following methods:
 - Click on your Macintosh HD icon on your desktop. A Macintosh HD window appears.
 - Click on the Finder icon located on your dock. A Finder window appears.

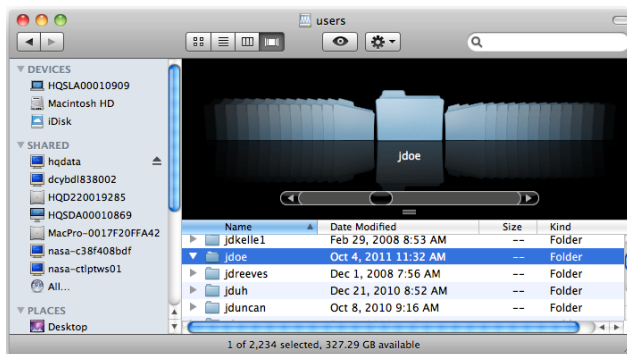


Your Finder window may look different from the one pictured below depending on how you have yours arranged.

2. Navigate to files/folders by clicking, using the scroll bar, or entering a name in the search text box at the top:



3. Click on the drive that contains the item (folder, file, etc.) that you want.



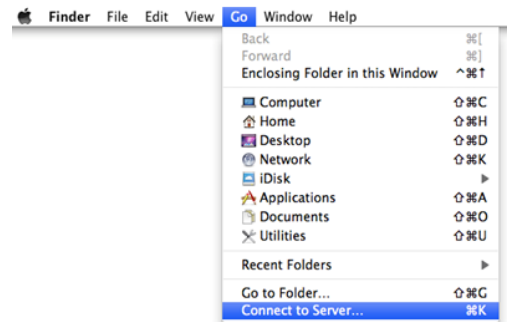
If you do not see the drive that you need, follow the instructions below in the [Mounting a Network Drive](#) section.

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Mounting a Network Drive

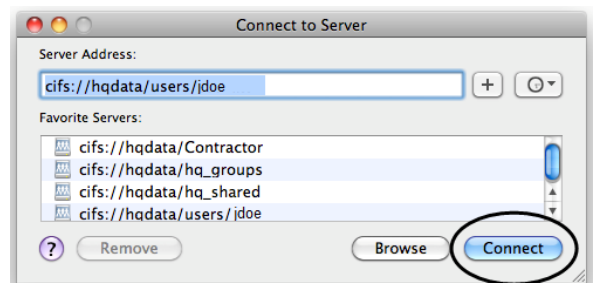
If you tried using a desktop icon or navigating (described in the sections above), and still cannot access the drive that you need, follow the instruction below to mount the drive.

1. From the Go menu, select **Connect to Server**.



Accessing network files requires knowing the name of the HQ server where they are stored.

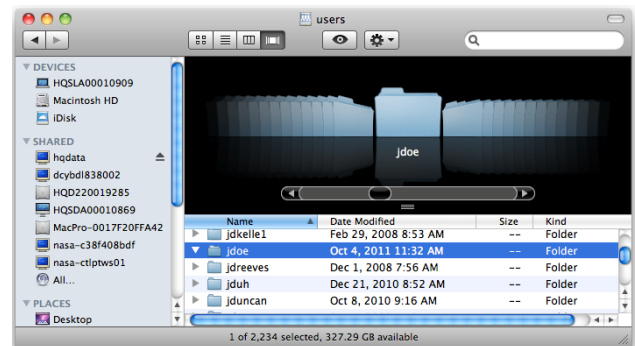
2. When the **Connect to Server Address** window displays, in the **Server Address:** text box, enter the address to the server using this syntax:
`cifs://servername`
(where the text `servername` should be replaced with the actual name of the server you are trying to access).



3. Click **Connect**.

After successfully mounting a share volume, that network folder appears on the desktop.

4. If an authentication screen appears, enter your username and password to access that specific server | Click **Connect**.
5. If this is a drive that you will use frequently, drag it to the dock, and remove the shortcut on your desktop.



6. Browse the drive as you normally would to access shared files and folders.

- Accessing this drive from the dock may cause a longer loading time when you log onto your machine. However, it eliminates the need to mount the drive in the future and ensures your connection if the path to the desktop shortcut changes.
- The VPN Client automatically disconnects after 10 hours, so be sure to save your work within the 10 hours of connecting.

Disconnecting from Cisco AnyConnect VPN Client – Macintosh OS X

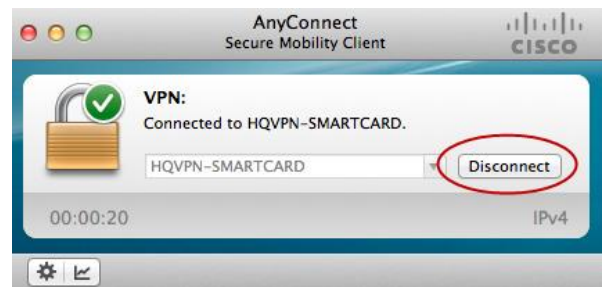
The VPN Client automatically disconnects:

- After 10 hours
- When you log off
- When your Macintosh is in Sleep mode
- When you shut down your computer

Save your work within 10 hours of connecting, or more frequently if the VPN connection is left open.

Manual Disconnect – Macintosh OS X

To manually disconnect from the VPN, click **Disconnect**.



- Save your work within 10 hours of connecting, or more frequently if the VPN connection is left open.
- Disconnecting from the VPN should restore your previous public Internet connection. If not, Restart your computer.

Known Issues with Accessing HQ Using VPN

Various modems, home routers and home networking equipment that has been issued over the years have varied in type and quality; each of the various different types of modems, routers and networking equipment may require different solutions. To obtain the correct instructions for your modem or router, if you experience connectivity problems, you may need to contact your Internet Service Provider (ISP).

If the modem is too difficult to work with, you may invest in an aircard,”available for purchase via ACES Product Catalog (APC), or ESD | Order Services. Aircards are small devices that plug into a computer. They utilize cell phone technology rather than wireless access points and provide a fast, more reliable signal in most urban areas. An aircard would make your laptop Internet-ready in any location where cell phones function.

To avoid having your Outlook shut down, first establish a VPN connection, and then launch Outlook.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>